

Using the LSO User Access Review System (LUARS)

The LUARS application is an online tool that allows you to view a list of users at your location that have access to DHSS applications. As a Local Security Officer (LSO), you are required to review the list of approved users for your location on a semiannual basis. The LUARS allows you to review the list of users and list a removal reason, if applicable, for a specific user.

For terminations that require immediate access removal, please submit a removal ASAP request.

For questions on how to log in or use the LUARS application, email MOPHIE@health.mo.gov.

1. Open your browser and navigate to the log in page at:
<https://Wicapp.dhss.mo.gov/pls/apex/f?p=LUARS>
2. Enter your log in credentials and click the log in button or hit the enter key.
 - a. Your username and password for LUARS are identical to your SERVEMO username and password. These are the same credentials you use to access WIC financial applications.
- Resetting Your Password and Obtaining Your Log In Credentials
 - If you are unsure of your log in credentials, call the ITSD Helpdesk at 800-347-0887 to request that your “SERVEMO password” be reset.
- Indicating a Removal Reason
 - Choose the row for the user that you would like to remove from your list and click on the drop down box under the row title “Access Removal Reason”. Choose from the list of options and click on the appropriate removal reason.
- Instructions and Definitions
 - To view an abbreviated list of instructions within the application, click the arrow to the right of “instructions” in the top left corner of the application. This will populate a list of definitions for the available removal reasons.
 - Duty change: This option removes just the specific access to the specific application for the user. For example if an employee is changing positions and no longer requires access to ShowMeVax, but still needs access to WebSurv, you would indicate Duty Change on the row for that employee's ShowMeVax access.
 - No longer employed: This option removed all user roles for the indicated user. If there are more rows visible, you do not need to select no longer employed for each row.
 - Retired: This option removes all user roles for the indicated user. Like no longer employed, one instance of this selection will be sufficient for all rows for that employee.
 - Not LSO: This option indicates to ITSD staff that an error has occurred in the assignment of the user to you as their LSO. Choose this option if you have a user listed that has not been employed at your agency or is unfamiliar to you. After you submit your changes, ITSD will investigate the issue.

- Navigating Pages
 - Once all your changes are made to the first page of the user listing, scroll to the bottom of the page and click “Apply” to move to the next page.
 - Be sure to make all necessary changes before moving to the next page. You will not be able to navigate back to the previous page without starting over.
- Confirming Changes
 - Once you have made all changes and navigated through all the pages of your user list, the last page will display a table called “Amended List”. This is a summary of your new user list after the changes to user access take place.
 - Click the button at the bottom of page to certify the accuracy and submit the changes. Changes will take one business day to be implemented.
- Exporting and Downloading Data
 - If you would like to download the list of user access to an Excel spreadsheet, click the “Excel” text at the bottom of the page. This will prompt a download within your browser and open the list in a spreadsheet.
- Tips
 - a. Log out of the LUARS by either ending your browser session or clicking the “Logout” option at the top right of the screen.
 - b. The number of rows for any given display table is listed at the bottom left of the screen.
 - c. LUARS works most efficiently in Internet Explorer. Google Chrome does not support the application.